

# ITIL®

## Service Support – Release Management

### DEFINITION

**Release Management Definition** – Release Management is the planning, design, build configuration, documentation and testing of hardware and software components into the live environment. Release Management is used for minor, major and emergency hardware and software upgrades and the bundling of multiple changes into a manageable release.

### GOALS

- \*To take a holistic view of every aspect of a roll-out
- \*To integrate closely with Configuration and Change Management through a combined plan
- \*To plan and oversee successful roll-outs
- \*To ensure that only authorized versions of configuration items are installed and in use

### BENEFITS

- \*Guaranteed quality of “live” services:
  - \*The ability to maintain consistency over many locations
  - \*Detection and elimination of incorrect versions/unauthorized copies of software
  - \*Better coordination of releases to avoid errors (and fewer releases)
  - \*Reduced opportunities for unnoticed introduction of viruses or other malicious software
- \*Software Assets are properly and securely safeguarded

### PROCESS ACTIVITIES

- \*Process planning and implementation
- \*Defining release policies
- \*Release Planning
- \*Designing, building and configuring releases
- \*Release acceptance
- \*Rollout planning
- \*Communication, preparation and training
- \*Auditing configuration items prior to and following implementation of Releases

### KEY PERFORMANCE INDICATORS

- \*Reduction in the use of non-standard software and hardware,
- \*Reduction in the use of unauthorized software and hardware,
- \*Reduction in the number of failed distributions to remote sites and in the percentage of urgent releases
- \*Reduction in build failures, in number of urgent releases, in releases causing incidents, and in releases implemented without testing
- \*Reduction in releases backed-out and in failed releases,
- \*Releases built and implemented to specification and on schedule

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### TOOL REQUIREMENT CONSIDERATIONS

- \*Facilitates the planning, management, and successful rollout of software, related hardware, documentation and procedures
- \*Facilitates the task of software auditing
- \*Build management Tools
- \*Electronic software distribution tools
- \*Software and hardware auditing tools
- \*Server and desktop management tools
- \*Auto detection software

### POSSIBLE COSTS

- \*Expensive to do fully but can be cheap to implement principles
- \*Use tools if they are there but the process doesn't have to rely on them
- \*Cost of a proper test environment

### REVIEW DATES

- \*Date Last Reviewed: January 2008
- \*Next Review Date: January 2009

### KEY INTERACTIONS WITH OTHER DOMAINS

- \*Security – Security will define the Release Policy for security protection of CIs.
- \*Business Continuity – Business Continuity Management assists in the plans for releasing services in the Disaster Recovery environment.
- \*Knowledge Management – Release Management processes, procedures and lessons learned should be stored in Knowledge Management database.
- \*Release Management provides critical support to all other domains and disciplines.

### REFERENCE

For More Information: <http://www.best-management-practice.com/bookstore.asp?FO=1230360>